

Beneficiary and Provider Services

VI. WALK-INS

A. Contractor Responsibility

The contractor shall provide for appropriate space and trained staff to enable it to handle walk-in inquiries. The contractor shall have a reception area to accommodate persons visiting its offices about **TRICARE** matters. This area shall provide sufficient privacy to preclude violation of the Privacy Act. The contractor staff shall be trained to meet with, and properly respond to, all visitors giving prompt, accurate answers to their concerns. Because personal interviews are difficult to monitor for quality of the contact, only the most skilled persons should be assigned.

